WHAT IS CLAIMED IS:

1	1.	A method for searching potential solutions within a solution network
2	comprising:	
3	author	ing a solution to solve an issue;
4	storing	g the solution within a decision tree relating to the issue; and,
5	search	ing the solution network based upon the issue, the searching including
6		accessing the decision tree relating to the issue.
1	2.	The method of claim 1 further comprising:
2	presen	ting results of a search in a graphical presentation.
1	3.	The method of claim 2 further comprising:
2	the pre	esenting includes rendering results of the search in a hierarchical view,
3		the hierarchical view enabling a user to bypass certain solutions by
4		skipping steps.
1	4.	The method of claim 2 wherein:
2	the pre	esenting includes rendering results of the search in a tree format, the tree
3		format enabling navigating through trouble shooting steps one step at a
4		time, the tree format enabling a user to pick and choose particular steps
5		to access.
1	5.	The method of claim 1 further comprising:
2	the sea	arching includes a self learning symptom based search using a
3		perception of an issue by the customer.
1	6.	The method of claim 5 wherein:
2	the dec	cision tree links and strengthens or lessens relevancies of trees to
3		customer symptoms.

1	7. The method of claim 1 wherein:	
2	the searching includes enabling trees to be searchable by viewing a	
3	hierarchical view of trees organized based upon business needs.	
1	8. The method of claim 1 wherein:	
2	the storing the solution within a decision tree provides a dynamic tool that	
3	reuses content and renders content based on the symptom and	
4	requested environmental variables.	
1	9. The method of claim 1 wherein:	
2	the storing the solution within a decision tree includes linking together	
3	existing knowledge articles to generate troubleshooting trees.	
1	10. The method of claim 1 wherein:	
2	the authoring the solution includes creating new articles available for use	
3	through searching the knowledge base in other decision trees.	
1	11. The method of claim 1 wherein:	
2	the authoring the solution includes creating content and troubleshooting trees	
3	by viewing an issue in a process flow.	
1	12. The method of claim 1 wherein:	
2	the authoring the solution includes dragging and dropping of content to create	
3	relationships and create individual knowledge articles.	
1	13. The method of claim 1 wherein:	
2	the authoring the solution is dynamic to enable content reviewers to review	
3	relationships between individual pieces of knowledge.	
1	14. An apparatus for searching potential solutions within a solution	
2	network comprising:	
3	means for authoring a solution to solve an issue;	
4	means for storing the solution within a decision tree relating to the issue; and,	

5	means fo	or searching the solution network based upon the issue, the searching
6	ir	ncluding accessing the decision tree relating to the issue.
1	15. T	The apparatus of claim 14 further comprising:
2		or presenting results of a search in a graphical presentation.
1	16. T	The apparatus of claim 15 further comprising:
2		as for presenting includes means for rendering results of the search in
3		hierarchical view, the hierarchical view enabling a user to bypass
4		ertain solutions by skipping steps.
1	17. T	The apparatus of claim 15 wherein:
2	the mean	as for presenting includes means for rendering results of the search in
3	a	tree format, the tree format enabling navigating through trouble
4		hooting steps one step at a time, the tree format enabling a user to
5		ick and choose particular steps to access.
1	18. T	The apparatus of claim 14 further comprising:
2	the mean	ns for searching includes means for performing a self learning
3	sy	ymptom based search using a perception of an issue by the customer.
1	19. T	The apparatus of claim 18 wherein:
2	the decis	ion tree links and strengthens or lessens relevancies of trees to
3	CI	ustomer symptoms.
1	20. T	The apparatus of claim 14 wherein:
2	the mean	as for searching includes means for enabling trees to be searchable by
3	v	iewing a hierarchical view of trees organized based upon business
4	n	eeds.
1	21. T	he apparatus of claim 14 wherein:
2	the mean	as for storing the solution within a decision tree provides a dynamic
3	to	ool that reuses content and renders content based on the symptom and
4	re	equested environmental variables.

1	22.	The apparatus of claim 14 wherein:	
2	the me	the means for storing the solution within a decision tree includes means for	
3		linking together existing knowledge articles to generate	
4		troubleshooting trees.	
1	23.	The apparatus of claim 14 wherein:	
2		eans for authoring the solution includes means for creating new articles	
3		available for use through searching the knowledge base in other	
4		decision trees.	
1	24.	The apparatus of claim 14 wherein:	
2	the me	eans for authoring the solution includes means for creating content and	
3		troubleshooting trees by viewing an issue in a process flow.	
1	25.	The apparatus of claim 14 wherein:	
2	the me	eans for authoring the solution includes dragging and dropping of	
3		content to create relationships and create individual knowledge	
4		articles.	
1	26.	The apparatus of claim 14 wherein:	
2	the me	eans for authoring the solution is dynamic to enable content reviewers to	
3		review relationships between individual pieces of knowledge.	
1	27.	A system for searching potential solutions within a solution network	
2	comprising:	,	
3		horing module, the authoring module enabling authoring a solution to	
4		solve an issue;	
5	a stori:	ng module, the storing module storing the solution within a decision tree	
6		relating to the issue; and,	
7	a searc	ching module, the searching module searching the solution network	
8		based upon the issue, the searching including accessing the decision	
9		tree relating to the issue.	

1	28.	The system of claim 27 further comprising:
2	a pres	enting module, the presenting module presenting results of a search in a
3		graphical presentation.
1	29.	The system of claim 28 further comprising:
2	the pr	esenting module renders results of the search in a hierarchical view, the
3		hierarchical view enabling a user to bypass certain solutions by
4		skipping steps.
1	30.	The system of claim 28 wherein:
2	the pr	esenting module renders results of the search in a tree format, the tree
3		format enabling navigating through trouble shooting steps one step at a
4		time, the tree format enabling a user to pick and choose particular steps
5		to access.
1	31.	The system of claim 27 further comprising:
2	the se	arching module performs a self learning symptom based search using a
3		perception of an issue by the customer.
1	32.	The system of claim 29 wherein:
2	the de	ecision tree links and strengthens or lessens relevancies of trees to
3		customer symptoms.
1	33.	The system of claim 27 wherein:
2	the se	arching module enables trees to be searchable by viewing a hierarchical
3		view of trees organized based upon business needs.
1	34.	The system of claim 27 wherein:
2	the sto	oring module stores includes a dynamic tool that reuses content and
3		renders content based on the symptom and requested environmental
4		variables.

1	35.	The system of claim 27 wherein:
2	the sto	oring module links together existing knowledge articles to generate
3		troubleshooting trees.
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1	36.	The system of claim 27 wherein:
2	the au	thoring module creates new articles available for use through searching
3		the knowledge base in other decision trees.
1	37.	The system of claim 27 wherein:
2	the au	thoring module creates content and troubleshooting trees by viewing an
3		issue in a process flow.
1	38.	The system of claim 27 wherein:
2	the au	thoring module enables dragging and dropping of content to create
3		relationships and create individual knowledge articles.
1	39.	The system of claim 27 wherein:
2	the au	thoring module is dynamic to enable content reviewers to review
3		relationships between individual pieces of knowledge.